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# Services for TRS Members

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## Retirement and Benefits

To better serve our members, we established a website to provide easy access to information. **[www.state.ak.us/drb](http://www.state.ak.us/drb)**

Members can communicate with TRS staff and the Board over the Internet and download TRS forms and publications. Division email addresses are published on our website. From the home page click on the “contact us” link to send an email to the appropriate section. Contact phone numbers are listed at the bottom of the page.

## Member Services Online

Information about your personal TRS account is available online. Go to the Division of Retirement and Benefits Web page, [www.state.ak.us/drb](http://www.state.ak.us/drb) and the link, *My Account Information*. Enter your PIN or apply for a new one on the Member Services log on screen. The information available 24 hours a day, seven days a week includes:

- ◆ Tier status
- ◆ Service accrual
- ◆ Benefit information
- ◆ Annual benefit statements
- ◆ Indebtedness balance
- ◆ Pension calculator

## Counseling Services

Regional counselors provide benefit seminars, workshops, on-site visits, and individual retirement counseling on TRS benefits in the different regions of the state of Alaska. Employees or employers interested in a seminar, group meeting or workshop reviewing the provisions of the TRS or planning for retirement from the TRS should contact the Division of Retirement and Benefits. For more information call (907) 465-4460, or outside of Juneau, call toll-free 1-800-821-2251.

### Communicating with the TRS

Members may contact the TRS in writing, by telephone, fax, or email, or make an appointment to visit the TRS. Be sure to address your concerns to the appropriate customer service unit listed below.

#### Accounting Section

Phone: (907) 465-1444

*accountingsection@admin.state.ak.us*

- ◆ Address and personal information changes for terminated nonretired members
- ◆ Contributions
- ◆ Indebtedness balance
- ◆ Indebtedness payments
- ◆ Refunds
- ◆ Service corrections
- ◆ Credited service statements
- ◆ Statements of account and account information

#### Benefit Attachments Unit

Phone: (907) 465-4460

*qdro@admin.state.ak.us*

- ◆ Divorce and dissolution claims
- ◆ Qualified Domestic Relations Orders
- ◆ Child support attachments
- ◆ IRS levies

#### Benefits Section

Phone: (907) 465-8600

*benefits@admin.state.ak.us*

- ◆ Dental-Vision-Audio coverage
- ◆ Life insurance
- ◆ Long-term care coverage
- ◆ Medical coverage

### **Disability/Appeals Unit**

Phone: (907) 465-4460

*disability@admin.state.ak.us*

- ◆ Application for TRS disability benefits
- ◆ Disability benefit appeals

### **Pension Adjustments Unit**

Phone: (907) 465-1400

*pensionadjustments@admin.state.ak.us*

- ◆ Alaska Cost-of-Living Allowance (COLA)
- ◆ Post Retirement Pension Adjustments (PRPA)
- ◆ Tax-excludable information

### **Pre-Retirement Services Unit**

Phone: (907) 465-5700

*preretirementservices@admin.state.ak.us*

- ◆ Benefit projections for members within 3–5 years of retirement
- ◆ Claiming service
- ◆ Reinstating (paying back) refunded service
- ◆ Retirement application packets
- ◆ Service credit accrual and vesting

### **Retiree Payroll Section**

Phone: (907) 465-1447

*retireepayroll@admin.state.ak.us*

- ◆ Address changes for retired members only
- ◆ Start, change, or stop electronic direct deposit of benefits
- ◆ W-4P (Withholding Certificate for Pension Payments) for benefit recipients
- ◆ 1099-R (Distributions from defined benefit plans administered by the Division)

### Retirement Processing Unit

Phone: (907) 465-1477

*retirementprocessing@admin.state.ak.us*

- ◆ Retirement application processing

### Survivor Benefits Unit

Phone: (907) 465-4460

*survivorbenefits@admin.state.ak.us*

- ◆ Death and survivor benefit processing
- ◆ Beneficiary designations and changes

### Writing the TRS

- 1) Print your full name and address on your letter.
- 2) Include your social security number.
- 3) Sign any requests for information or action.
- 4) Include member's name and social security number when reporting a death.

### Send correspondence to:

Division of Retirement and Benefits  
PO Box 110203  
Juneau, AK 99811-0203

### Visiting the TRS

If you plan on visiting the Juneau Office, please call for an appointment so we can be prepared for your visit and provide you with the best service.

### Juneau Office Location:

State Office Building  
333 Willoughby Avenue, 6th floor  
Juneau, Alaska

**Phone: Toll-free, 1-800-821-2251** or in Juneau (907) 465-4460

Fax: (907) 465-3086 TDD for hearing impaired: (907) 465-2805

The TRS also maintains a field office located in downtown Anchorage. Counselors assist members in the Anchorage and South Central area with retirement counseling and technical services by appointment only. Call 1-800-821-2251 to schedule an appointment in the Anchorage area. Office hours in both locations are 8 a.m. to 5 p.m. Monday through Friday. A limited staff works during the noon hour in the Juneau office.

The Alaska Department of Administration complies with Title II of the Americans with Disabilities Act (ADA) of 1990. This publication is available in alternative communication formats upon request. To make necessary arrangements, contact the ADA Coordinator for the Division of Retirement and Benefits at (907) 465-4460 or outside **Juneau, call 1-800-821-2251**. Contact the TDD for the hearing impaired at (907) 465-2805.

### Confidentiality of Records

Most information on members of the TRS is considered confidential. The TRS is prohibited by law from releasing any confidential information unless the member consents in writing or we are otherwise required to release the information, such as through a court order. Information may be released;

- ◆ directly to you or
- ◆ to another person designated by you in writing.

When authorizing information to be released, please include your name, current address, social security number, information to be released, the name and address of the individual who is to receive the information, and your signature.

Organizations representing retired members of the TRS may obtain membership lists containing names and addresses.

